



eArmy Family Messaging System

Webinar Training



IMCOM

eAFMS Topics



- The eAFMS Webinar covers the following topics:
 - Signing into eAFMS
 - Uploading Recipients
 - Template
 - Options
 - Sending a Message
 - Phone
 - Email
 - Reports
 - Managing Your Site's Information
 - Caller ID
 - Email ID

Signing into eAFMS



The single sign on is still active for eAFMS.

Log into Army FRG.
Go to the **Featured Links** tab.

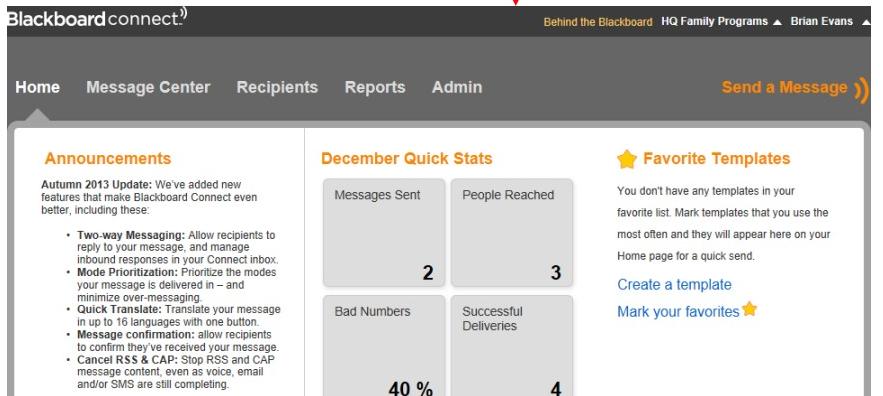
Select the link for the
**eArmy Family
Messaging System**.

A new tab will open to
eAFMS.

You must have an
account on Army FRG to
use eAFMS.



The screenshot shows the Army Family Readiness Group (FRG) homepage. At the top right, there are links for Home, Control Panel, Update Profile, Logout, and Contact Us. Below that is a navigation bar with Home, Get Started, Resources, Featured Links, Site Tools, and Admin. A dropdown menu under 'Featured Links' is highlighted with a red dashed box and contains links to Army OneSource, Military OneSource, National Guard, Army Reserve, MyArmyBenefits, Go Army, DefenseLink, Military Homefront, BOSS, and eArmy Family Messaging System. The 'eArmy Family Messaging System' link is specifically highlighted with a red box and a cursor icon pointing to it. The main content area features a banner for the Exceptional Family Member Program (EFMP) and a 'LEARN MORE' button.



The screenshot shows the Blackboard Connect interface. At the top, there are links for Home, Message Center, Recipients, Reports, Admin, and Send a Message. Below that is a section for Announcements, which includes a note about Autumn 2013 updates and a bulleted list of features. To the right are sections for December Quick Stats (Messages Sent: 2, People Reached: 3, Bad Numbers: 40%, Successful Deliveries: 4) and Favorite Templates (which is currently empty). The URL in the address bar is 'Behind the Blackboard HQ Family Programs ▾ Brian Evans'.



SOLDIERS • FAMILIES • CIVILIANS

Uploading Recipients - Template



First, download the Template:

https://www.armyfrg.org/eAFMS_Template OR

Go to the Resources tab, then into the Download Center, and go to the **eArmy Family Messaging System** category to get the **eAFMS Upload Template**.

The Template requires the following fields (required in **bold**.):

AGENCY: This is the name of the Unit you are adding the person to (required).

CONTACTTYPE: This should be set to "Resident" for all entries (required).

REFERENCECODE: Leave this blank.

FIRSTNAME: The user's first name (required).

LASTNAME: The user's last name (required).

PRIMARYPHONE: The user's primary phone number to be contacted at (required). This number should be the same as one of the Home, Work, or Mobile numbers (required).

HOMEPHONE: The user's home phone number.

WORKPHONE: The user's work phone number.

MOBILEPHONE: The user's mobile phone number.

EMAILADDRESS: The user's email address.

EMAILADDRESSALT: The user's alternative email address.

HOMEADDRESS: The user's street address.

HOMECITY: The user's city.

HOMESTATE: The user's state.

HOMEZIP: The user's ZIP code.

LANGUAGE: If the user wishes to receive messages in another language, set it to be one of: English, French, German, Korean, Spanish.

GROUP: The group the user is to be put into. You can use this to create the group if it doesn't already exist. If the user is to be put into multiple groups, simply add GROUP columns.



Uploading Recipients - Template



Please note that the Template is a .csv file. When you save it, make sure you keep it as a .csv file. Excel should do so by default.

Do not change the formatting of the Template in any way such as by adding borders, colors, shading, fonts, centering, etc.

Do not change the headers of the Template. While you can add extra GROUP columns if a user belongs in many groups, do not change the headers of any of the other columns.

Any groups you create in this file that do not already exist will be created automatically. Check your

Uploading Recipients - Options



Click on **Recipients** in the top navigation.

Then click on **Import Data**.

You'll be asked for some information regarding the file you are uploading.

Click on **Select** to locate the file you are uploading.

- Select the site this information should be uploaded to. This will usually be your site. If you are an admin for a higher Unit such as a Brigade and you are making an upload for a child site such as a Battalion, choose that Unit.

- Set the Contact Type to **Resident**.

- Leave the Data Provider as **CLIENT**.

- If you are doing a delete-and-replace, click on **Advanced options**.

- Check the **Resident** checkbox in *Remove contact types not provided in the import file*. This will delete all old entries marked as Resident.

- When ready, click **Import**.

You will receive an email notice

when your file has been imported. You can view the



The screenshot shows a navigation bar with tabs: Home, Message Center, Recipients (which is highlighted with a red dashed box and a cursor icon), Reports, and Admin. Below the navigation bar, there are two main sections: "Announcements" and "December Quick Stats". The "Announcements" section contains text about the Autumn 2013 update. At the bottom, there are three buttons: "New Contact" (orange), "Import Data" (gray, which is also highlighted with a red dashed box and a cursor icon), and "Delete Data".



Uploading Recipients - Options



Import Data

[View import history](#)

- 1** Select your import file

eAFMS_Upload_Template.csv
- 2** Select Site
- 3** Select Contact Type
- 4** Data Provider

[Advanced options](#)

Import Checklist

- ✓ Column headers must match ours exactly
 - No spaces
 - Use exact names
- ✓ You must use valid file formats
 - Comma-separated (*.csv)
 - Tab-delimited (*.txt)

Helpful Links

- [List of data fields](#)
- [Country Naming Convention](#)
- [Sample import files](#)
- [Creating an import file](#)



Uploading Recipients - Options



[Advanced options](#)

Remove by Data Provider

Any contacts previously provided by the above indicated Data Provider that are NOT provided in this import file will be removed from your account.

CLIENT

Remove contact types not provided in the import file

Any of the Contact Types you select below will be removed and replaced by Contact Type data in your import file.

- Resident
- Business
- Employee
- Other

Update provided columns only

- Will only update the fields provided in your import file
- Fields with blank data for a contact will be cleared
- ReferenceCode is a required column when selecting this option

Preserve Data

Refresh Groups

- Will update Refresh Groups to remove contacts from Refresh Groups not provided in import file.
- Will delete empty Refresh Groups at the time of import, and any Refresh Groups that become empty during import.

Refresh Groups

[Cancel](#)

[Import](#)



Uploading Recipients - Options



1. Click on **Select** to locate the file you are uploading.
2. Select the site this information should be uploaded to. This will usually be your site. If you are an admin for a higher Unit such as a Brigade and you are making an upload for a child site such as a Battalion, choose that Unit.
3. Set the Contact Type to **Resident**.
4. Leave the Data Provider as **CLIENT**.
5. If you are doing a delete-and-replace, click on **Advanced options**.
 - Check the **Resident** checkbox in *Remove contact types not provided in the import file*. This will delete all old entries marked as Resident.
6. When ready, click **Import**.

You will receive an email notice when your file has been imported. You can view the results by clicking on **View import history** on this page.



SOLDIERS • FAMILIES • CIVILIANS

Sending a Message



To send a message in eAFMS, click on **Message Center**:

The screenshot shows a dark grey navigation bar with five tabs: Home, Message Center, Recipients, Reports, and Admin. The 'Message Center' tab is highlighted with a red dashed box and has a white cursor icon pointing to it. Below the navigation bar is a white content area. On the left, there's a section titled 'Announcements' with text about an Autumn 2013 update. On the right, there's a section titled 'December Quick Stats' with two buttons: 'Messages Sent' and 'People Reached'.

From the Message Center, indicate if you are sending an **Emergency** message or an **Outreach** message.

An Emergency message will use all contact methods available for the user while an Outreach will only use the preferred method of contact.

Choose Message Type



OR

Choose a Template ▾

Choose a Template ▾

Emergency messages will get highest priority in the queue and will be sent to all possible contact methods for selected recipients of the message.

Outreach messages should be used for announcements and news to be sent out broadly. Recipients will receive outreach messages via their preferred methods of contact.



Sending a Message



Home Message Center Recipients Reports Admin **Send a Message ()**

Send a Message

Message Type **Emergency** ▾

Title

To...

Add Languages... **Translate All** ⓘ

* English (0)

Delivery Modes

0 0 0 0 0 0 0

Phone

CallerId 240-482-2164 ▾

Delivery Options TTY Call phones one time only

Add Voice (1/5) **Add Text to Speech (1/5)**

Time Zone ▾

When Now Later
Select a date: 13 Mar 2014 04:15 PM

No Dates Selected. Please add a date.

Cancel **Save as Draft** **Next**



IMCOM
SOLDIERS • FAMILIES • CIVILIANS

Sending a Message



The system will then ask you information about the message:

• **Message Type**

- This is set to either Emergency or Outreach based on your previous choice. You can change it if you clicked the wrong one.

• **Title**

- The title of the message

• **To**

- Who is going to receive the message? You can type in the name of the Group. The system will match what you type to the Group names available. Select the Group from the list that appears to add that Group to the recipient list.

If you want to send the message to everyone, type **All**.

• **Add Languages**

- Select any additional languages to use with the message not included from the Language settings of the users.

• **Translate All**

- Perform a machine translation of the messages in the default language to the other languages being used by the message.

• **Languages**

- Click on the language to set up the messages to be sent in that language.

• **Delivery Modes**

- Click to edit that particular method of delivery. The system lets you know how many people will receive the message via that method. See below for details on each method.

• **Time Zone**

- The time zone for the message.

• **When**

- When should the message be delivered?



IMCOM

Sending a Message: Phone



To send a **Phone** message, first set the **CallerID** that the message will come from. Then click on either **Add Voice** or **Add Text to Speech**. You can add up to five voice messages total.

Phone

CallerId 555-555-5555

Delivery Options TTY Call phones one time only



Sending a Message: Phone



When you click on a Voice message you will get the following screen:

Voice+ Audio

Record your **Voice+ Audio** with variable inserts by pressing (*) on the telephone keypad to represent inserted variables. Not applicable to Upload Audio. Click the play button to the right to learn more.

Call 800-901-4956 [More Numbers](#)
Enter User ID 375962
Enter Message Box ID 2190324
RECORD your message after the tone.
To FINISH, press #.
To REVIEW, press 2.
To EXIT, press 9 and hang up.

OR

Upload Audio

approx time: 0:00 Download Expand Script

Copy from Mode Insert Variable Insert Script Save as Script

Follow the instructions on the right to call the system and record your message. The system will give you a scratch pad where you can write out the message you would like to send. This way, when you call the system to record it, you can read it rather than trying to compose the message off the cuff.

This also allows you to use the **Insert Variable** option. This allows you to have the text-to-speech insert a recipient-dependent option such as the person's name. For example, you would compose a message:

Hello, [FIRST_NAME].

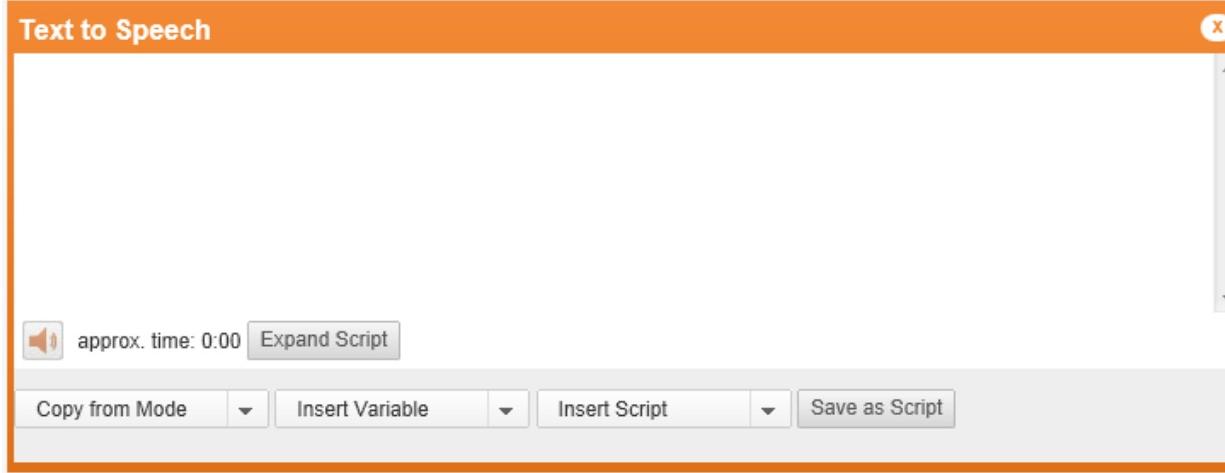
As you record your message, you hit the * key on your phone at the appropriate time to insert the variable. When the message goes out, the system will have the text-to-speech engine insert the recipients First Name at that point.



Sending a Message: Phone



When you click on a Text to Speech message, you will get the following screen:



Write whatever message you wish to have the system read out when it calls the users.

Just like with a recorded voice message, you can use the Insert Variable option to have the system pull information from the recipient's profile to read at that point.

In either case, voice or text-to-speech, you can copy over information from one of the other modes by using the **Copy from Mode** dropdown. That is, if you have already put in an email message and the phone message is going to be the same, you can pull the text over from the email message without having to retype it in. You can then edit the text to customize it for voice.



Sending a Message: Email



When sending an Email, you will see the following:

Email

From: CATAPULT TECHNOLOGY (email@blackboard.com)

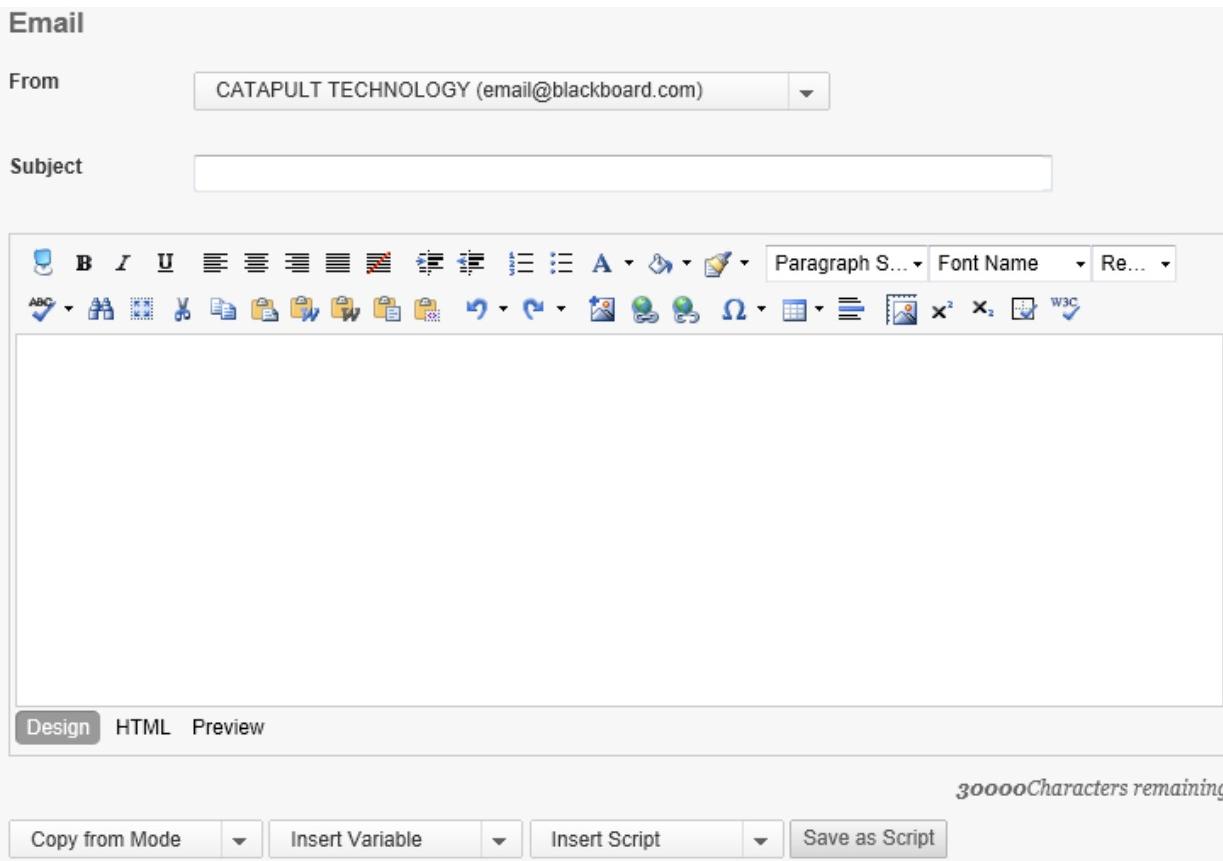
Subject: [empty field]

Rich text editor toolbar:

Design HTML Preview

30000 Characters remaining

Copy from Mode Insert Variable Insert Script Save as Script



Indicate where the message is coming **From** and then enter the **Subject** and the body of the message.

You can use the **Insert Variable** option and if you have a message from another mode (such as Phone), you can copy it from that other method by selecting it from the **Copy from Mode** dropdown.



Sending a Message



When you are ready, click **Next** to review the details of the message:

Review Your Message

Title	This is my test message
Message Type	Emergency
Institution	HQ Family Programs
Scheduled By	Brian Evans
Languages	English* 2
Total Recipients	2
<input type="checkbox"/> ⚠ Over 75% of contacts selected You are sending this message to over 75% of your contacts. Please check the box to confirm that you really want to do this.	
Deliveries	2 2
Send Time	Send Immediately
<input type="checkbox"/> ⚠ Late Hour Message You are sending this message rather late in the evening. Please check the box to confirm that you really want to do this.	

[Edit Message](#) [Send](#)

If the message is good to go, click **Send**.

The system will warn you if you are sending to more than 75% of your contacts. This is to help prevent you from accidentally sending a message to everyone. It will also warn you if the message is being sent at a late time in order to prevent interruptions of people at odd hours.



Sending a Message: Reports



To view the results of your message, click on **Sent** after the message has finished processing.

Send

Drafts

Outbox

Sent

Templates

Scripts

Sent

7 sent messages found

Type	Message Title	Delivery Date	Recipients	Status
Announcement	Testing number speech	31 December 2013 12:31PM (ET)	1	Completed
Announcement	Message Title	19 December 2013 3:58PM (PT)	4	Completed
Announcement	This is our training message for De.	18 December 2013 4:01PM (PT)	4	Completed
Announcement	This is the test message for eAFMS	17 December 2013 7:09PM (ET)	4	Completed
Announcement	Here is my message.	16 December 2013 11:41AM (ET)	2	Completed
Announcement	This is my test message	11 December 2013 9:58PM (ET)	2	Completed
Announcement	Test	5 December 2013 2:28PM (ET)	1	⚠ Completed with warnings

page 1 of 1

Hover over the message and click on the hourglass to view the details of the message.



Sending a Message: Reports



The system will show you the details of the message including how many people were successfully contacted for each delivery method. To see the specific details, click on **View Detailed Results**.

Delivery Results

[Back to Sent](#) | [Print](#)

Title	Message Title
Message Type	Outreach
Site	HQ FAMILY PROGRAMS
Scheduled By	Brian Evans
Send Time	19 December 2013 3:58PM (PT)
Voice Completed	19 December 2013 4:03PM (PT) (First attempt completed at 19 December 2013 4:01PM (PT))
Email Completed	19 December 2013 3:59PM (PT)
Selected Contacts	4 Successfully reached 4 (100%)
Mode Prioritization	No
Languages	English*

DEVICE DELIVERIES



[View each attempt](#)



[View Detailed Results](#)



Sending a Message: Reports



From here, you can see how the messages were delivered. For details regarding the delivery method for each individual contact, click on **Export**. The system will generate an Excel spreadsheet listing every person who received a message and the results of the delivery (Bad Phone Number, Live Delivery, etc.)

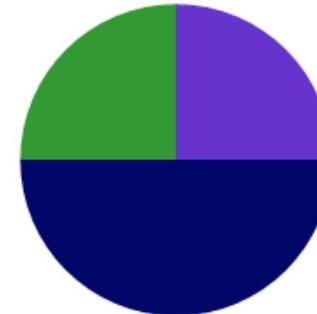
DETAILED DELIVERY RESULTS

[Select all](#)



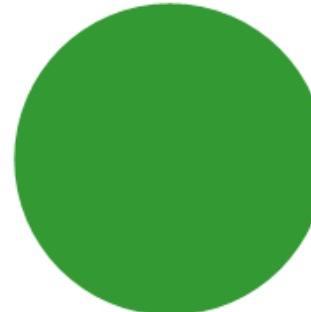
Voice

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bad Phone Number	2
<input type="checkbox"/>	<input type="checkbox"/>	Live Delivery	1
<input type="checkbox"/>	<input type="checkbox"/>	Answering Machine	1



Email

<input type="checkbox"/>	<input type="checkbox"/>	E-mailed	4
--------------------------	--------------------------	----------	---



[Export](#)

[Resend](#)



Managing Your Site's Information



To manage your site's name, time zone, etc., click on **Admin** in the top navigation:

Sites

4294 sites found. [View Levels](#)

Site	Code	Level
HQ FAMILY PROGRAMS	HQ_Family_Programs	1
CYSS	CYSS	2
MOBDEP	MOBDEP	2
SOS	SOS	2
US Army	US_Army	3
US ARMY ACTIVE	US_Army_Active	
US ARMY NATIONAL GUARD	US_Army_Guard	4

Find the site you wish to edit and click on the pencil icon for it.



Managing Your Site's Information



Edit Site

Site Name

HQ FAMILY PROGRAMS

Primary Phone

1 - United States

2404822164

Primary Fax

1 - United States

Country

1 - United States

Address 1

7500 OLD GEORGETOWN ROAD

Address 2

City

BETHESDA

State

MARYLAND

Zip

20814

State-County

Website

Data Source Code

HQ_Family_Programs

[Modify](#)

From here you can edit your sites name, contact information, location, primary language, and time zone.

Profile

Contract Expires: 30 Nov 2014

Level Number **1**

Master Site **HQ FAMILY PROGRAMS**

Superior Site

Security Level **Unrestricted**

Language **English**

Time Zone **(GMT-05:00) Eastern Time (US & Canada)**

[Cancel](#)

[Save](#)



Managing Your Site's Information: Caller ID



To manage the Caller IDs available for your messages, click on the **Settings** tab in the **Admin** section and then on **Caller IDs**.

Admin > Settings

- Caller IDs
- Email IDs
- Single Sign On Configuration Setup
- Weather Alerts
- Custom Map Overlays
- Mode Prioritization
- Manage Opt-Outs

Settings - Caller IDs



Click on **Add New** to create a new ID.

Hover over an entry and then click on the pencil icon to edit an entry.

2 caller ids found

HQ FAMILY PROGRAMS

Default	Description	Caller ID
<input checked="" type="radio"/>	CATAPULT TECHNOLOGY	240-482-2164
<input type="radio"/>	Emergency Calls	555-555-5555



IMCOM

SOLDIERS • FAMILIES • CIVILIANS

Managing Your Site's Information: Email ID



To manage the Email IDs available for your messages, click on the **Settings** tab in the **Admin** section and then on **Email IDs**.

Admin > Settings

- Caller IDs
- Email IDs
- Single Sign On Configuration Setup
- Weather Alerts
- Custom Map Overlays
- Mode Prioritization
- Manage Opt-Outs

Settings - Email IDs



2 emails found

HQ FAMILY PROGRAMS ▾

Default	Description	Email ID
<input checked="" type="radio"/>	CATAPULT TECHNOLOGY	CATAPULT TECHNOLOGY (email@blackboard.com)
<input type="radio"/>	Emergency Email	Emergency (jason.dove@blackboard.com)

Click on **Add New** to create a new ID.

Hover over an entry and then click on the pencil icon to edit an entry.